TECHNICAL Practice

TELECOM SOLUTIONS FOR THE 21ST CENTURY

C-4000

Apartment/Office Entry Controller

October 19, 2010

Provide 4 Door Entry Points with Keyless Entry (or Optional Card Readers) for up to 250 Apartments or Offices

The **C-4000** converts any four touch tone phones into multi-number auto dialers that will store up to 250 telephone numbers in non-volatile memory. Use with Viking's **K-1700-3** or **K-1900-8** phones to provide vandal resistant handsfree or handset communication from entry points to apartments or offices.

When a call initiated by the **C-4000** is answered by an apartment or business tenant, a built-in contact closure may be activated to control an electric gate or door strike.

Up to 250 entry codes may also be programmed providing tenants with keyless entry or optional **PROX-1** Card Readers may be added for Proxy card entry.

The **C-4000** can be programmed locally or remotely using a standard Touch Tone phone. The **C-4000** has built-in user dialing restriction to help prevent unauthorized calls and toll fraud.

Features

- RS-232 Port for programming via a PC
- Remote or local Touch Tone programmable
- Supports 4 entry points
- Supports 4 Wiegand type card readers
- Compatible with Viking's vandal resistant **K-1700-3**, **K-1900-8** or any Touch Tone phone
- Non-volatile memory (no batteries required)
- Stores 250 tenant Touch Tone phone numbers and 250 entry codes
- Programmable tenant's relay activation code
- Programmable Master entry code & Maintenance Personnel entry codes
- Programmable call timer
- Normally open and normally closed relay contacts for controlling door strikes, magnetic locks, gates, etc.
- Touch Tone toll restriction
- Allows 911 and 311 outside calls (Programmable)
- **LOG BUS** data output for logging entry events

Phone...715.386.8861

info@vikingelectronics.com

http://www.vikingelectronics.com

Applications

- Complete entry system to service 4 entry points when used with these Viking products:
  - **K-1700-3** Handsfree Speaker Phone (**DOD# 157**) ***OR***
  - **K-1900-8** Wall Phone with Handset (**DOD# 362**) ***AND***
  - **D-Series** Tenant Directories (**DOD# 158**) ***AND***
  - **PROX-1** Proximity Card Reader (**DOD# 221**) ***OR***
  - **PROX-2** Keypad / Proximity Card Reader (**DOD# 219**) ***OR***
  - **HID-2** Wiegand Keypad (**DOD# 199**)
- Multi-tenant, gated communities
- Office parks and multi-business complexes

Specifications

Power: 120V AC/13.8V AC 1.25A, UL listed adapter provided
Dimensions: 210mm x 159mm x 45mm (8.25" x 6.25" x 1.75")
Shipping weight: 1.5kg (3.2 lbs)
Environmental: 0° C to 32° C (32° F to 90° F) with 5% to 95% non-condensing humidity
Talk Battery Output: 32V DC nominal
DTMF dialing speed: 120ms on/100ms off
Relay contact ratings: 5 Amps @ 30V DC/250V AC
Maximum Wiegand Run: 548m (1800 ft) to Viking model **PROX-1** using 24 AWG wire
Maximum LOG BUS Run: 1610m (5280 ft, 1 mile), 24 AWG wire
Connections: (40) cage clamp screw terminals

Warranty

IF YOU HAVE A PROBLEM WITH A VIKING PRODUCT, PLEASE CONTACT: VIKING TECHNICAL SUPPORT AT (715) 386-8666

Our Technical Support Department is available for assistance Monday 8am - 4pm and Tuesday through Friday 8am - 5pm central time. So that we can give you better service, before you call please:

1. Know the model number, the serial number and what software version you have (see serial label).
2. Have your Technical Practice in front of you.
3. It is best if you are on site.

RETURNING PRODUCT FOR REPAIR

The following procedure is for equipment that needs repair:

1. Customer must contact Viking's Technical Support Department at 715-386-8666 to obtain a Return Authorization (RA) number. The customer MUST have a complete description of the problem, with all pertinent information regarding the defect, such as options set, conditions, symptoms, methods to duplicate problem, frequency of failure, etc.
2. Packing: Return equipment in original box or in proper packing so that damage will not occur while in transit. Static sensitive equipment such as a circuit board should be in an anti-static bag, sandwiched between foam and individually boxed. All equipment should be wrapped to avoid packing material lodging in or sticking to the equipment. Include ALL parts of the equipment. C.O.D. or freight collect shipments cannot be accepted. Ship cartons prepaid to: **Viking Electronics, 1531 Industrial Street, Hudson, WI 54016**
3. Return shipping address: Be sure to include your return shipping address inside the box. We cannot ship to a PO Box.
4. RA number on carton: In large printing, write the R.A. number on the outside of each carton being returned.

RETURNING PRODUCT FOR EXCHANGE

The following procedure is for equipment that has failed out-of-box (within 10 days of purchase):

1. Customer must contact Viking's Technical Support at 715-386-8666 to determine possible causes for the problem. The customer MUST be able to step through recommended tests for diagnosis.
2. If the Technical Support Product Specialist determines that the equipment is defective based on the customer's input and troubleshooting, a Return Authorization (R.A.) number will be issued. This number is valid for fourteen (14) calendar days from the date of issue.
3. After obtaining the R.A. number, return the approved equipment to your distributor, referencing the R.A. number. Your distributor will then replace the product over the counter at no charge. The distributor will then return the product to Viking using the same R.A. number.
4. **The distributor will NOT exchange this product without first obtaining the R.A. number from you. If you haven't followed the steps listed in 1, 2 and 3, be aware that you will have to pay a restocking charge.**

WARRANTY

Viking warrants its products to be free from defects in the workmanship or materials, under normal use and service, for a period of one year from the date of purchase from any authorized Viking distributor or 18 months from the date manufactured, which ever is greater. If at any time during the warranty period, the product is deemed defective or malfunctions, return the product to Viking Electronics, Inc., 1531 Industrial Street, Hudson, WI., 54016. Customer must contact Viking's Technical Support Department at 715-386-8666 to obtain a Return Authorization (R.A.) number.

This warranty does not cover any damage to the product due to lightning, over voltage, under voltage, accident, misuse, abuse, negligence or any damage caused by use of the product by the purchaser or others.

Vikings sole responsibility shall be to repair or replace (at Viking's option) the material within the terms stated above. VIKING SHALL NOT BE LIABLE FOR ANY LOSS OR DAMAGE OF ANY KIND INCLUDING INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING DIRECTLY OR INDIRECTLY FROM ANY BREACH OF ANY WARRANTY EXPRESSED OR IMPLIED, OR FOR ANY OTHER FAILURE OF THIS PRODUCT. Some states do not allow the exclusion or limitation of incidental or consequential damages, so this limitation may not apply to you.

THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WHICH ARE HEREBY EXCLUDED BEYOND THE ONE YEAR DURATION OF THIS WARRANTY. Some states do not allow limitation on how long an implied warranty lasts, so the above limitation may not apply to you.

FCC REQUIREMENTS

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the side of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

The REN is used to determine the number of devices that may be connected to a telephone line. Excessive REN's on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of the REN's should not exceed five (5.0) To be certain of the number of devices that may be connected to a line, as determined by the total REN's, contact the local telephone company. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US:AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (*e.g.*, 03 is a REN of 0.3). For earlier products, the REN is separately shown on the label.

The plug used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this C-4000 does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

If the C-4000 causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make the necessary modifications to maintain uninterrupted service.

If trouble is experienced with the C-4000, for repair or warranty information, please contact:

Viking Electronics, Inc., 1531 Industrial Street, Hudson, WI 54016 (715) 386-8666

If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

Connection to Party Line Service is subject to State Tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

WHEN PROGRAMMING EMERGENCY NUMBERS AND (OR) MAKING TEST CALLS TO EMERGENCY NUMBERS:

Remain on the line and briefly explain to the dispatcher the reason for the call. Perform such activities in the off-peak hours, such as early morning or late evenings.

It is recommended that the customer install an AC surge arrester in the AC outlet to which this device is connected. This is to avoid damaging the equipment caused by local lightning strikes and other electrical surges.

PART 15 LIMITATIONS

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Definitions

26 Bit Wiegand Format: The industry standard data output of access control card readers.

Directory: A posting of tenant's names and what number to dial for visitors who wish to request access.

Entry Code: The number that when it matches either a Keyless Entry, or a Proxy Card number, allows access. Each Tenant may have their own unique Entry Code that is easily changed or removed when a tenant moves out.

Entry Point: A door or gate allowing access into a secure or controlled area.

Facility Code: A 3-digit number that each proxy card contains in order to provide greater security. Usually the cards used at a given building all have the same facility code. By programming cards with different facility codes, these cards can have access to certain doors. Using this feature, the entry system can be set up for "zones".

Keyless Entry: A way for tenants to let themselves in, by entering a 4-6 digit Touch Tone Entry Code on any one of four entry phones.